AMENDMENTS TO THE CLAIMS

1.   (Previously Presented) A method for forwarding messages, comprising:

monitoring locations of responses to incoming messages along with the time of day and

day of week;

storing each response along the associated time of day and day of week in a database;

performing a statistical trend analysis on a user basis to determine a probability of

contacting the user for a given time of day and day of week at a given location;

storing in a trend analysis table the result of the statistical trend analysis performed; and

transferring incoming messages to a location in the trend analysis table with the highest

probability of contacting the user wherein said trend analysis table further comprises a user

override location that indicates probabilities of successful contact for each location are to be

ignored and the override location is to be used for contact.

2.   (Original) The method recited in claim 1, wherein said trend analysis table comprises a

user identification, a plurality of times of day and days of week with locations of contact and

probabilities of successful contact associated with each location.

3.   (Cancelled).

4.   (Previously Presented) The method recited in claim 1, wherein the incoming messages

and responses are from PSTN telephone, cellular telephone, pager, fax, voice mail, e-mail or

other voice or digital communication format.

5.   (Original) The method recited in claim 4, further comprising:

        checking the user override location in the trend analysis table; and

        transmitting the incoming message to the user override location when set.

6.   (Original) The method recited in claim 4, further comprising:

        contacting the user at the location with the highest probability of successful contact

associated with the location;

        contacting the user at the location with the second highest probability of success when

unable to contact the user at the location with the highest probability of success.

7.   (Previously Presented) A system for forwarding messages, comprising:

        a server comprising a computer storage medium;

        a monitoring module stored on the computer storage medium to monitor responses by

users to messages received and store a location of the response with a time stamp in a database;

        a trend analysis module stored on the computer storage medium to perform a statistical

probability analysis on the location and time stamp data in the database and determine the

probability of contacting a user at each of a plurality of locations for a given time of day and

storing the probability of contacting the user at each of a plurality of locations in a trend analysis

table; and

        a forwarding module stored on the computer storage medium to receive an incoming

message and forward the incoming message to a location with the highest probability of

contacting the user as designated in the trend analysis table wherein said trend analysis table

further comprises a user override location that indicates probabilities of successful contact for

each location are to be ignored and the override location is to be used for contact.

8.   (Original) The system recited in claim 7, wherein the database further comprises:

a trend analysis table having a user identification, a plurality of times of day and days of

week with locations of contact and probabilities of successful contact associated with each

location.

9.   (Cancelled).

10.   (Previously Presented) The system recited in claim 7, wherein the responses monitored

by the monitoring module are provided in response to incoming messages, said incoming

messages and responses are from PSTN telephone, cellular telephone, pager, fax, voice mail, e-

mail or other voice or digital communication format.

11.   (Original) The system recited in claim 10, wherein the forwarding module checks an

override location specified by a user and forwards all incoming messages to the override

location.

12.   (Previously Presented) The system recited in claim 10, wherein the forwarding module

will attempt to contact the user at the location in the trend analysis table with the highest

probability of contact and proceed to contact the user at the location with the second highest

probability of contact when the contacting the user at the location with the highest probability of

contact fails.

13.   (Previously Presented) An article of manufacture comprising a computer-readable

medium having stored thereon instructions to be executed by a processor, the instructions which,

when executed, cause the processor to perform a method of forwarding messages, said method

comprising::

monitoring locations of responses to incoming messages along with the time of day and

day of week;

storing each response along the associated time of day and day of week in a database;

performing a statistical trend analysis on a user basis to determine a probability of

contacting the user for a given time of day and day of week at a given location;

storing in a trend analysis table the result of the statistical trend analysis performed; and

transferring incoming messages to a location in the trend analysis table with the highest

probability of contacting the user wherein said trend analysis table further comprises a user

override location that indicates probabilities of successful contact for each location are to be

ignored and the override location is to be used for contact.

14.   (Currently Amended) The article of manufacture ~~computer program~~ recited in claim 13,

wherein said trend analysis table comprises a user identification, a plurality of times of day and

days of week with locations of contact and probabilities of successful contact associated with

each location.

15.   (Cancelled).

16.   (Currently Amended) The ~~article of manufacture~~ computer program recited in claim 13,
wherein the incoming messages and responses are from PSTN telephone, cellular telephone,
pager, fax, voice mail, e-mail or other voice or digital communication format.

17.   (Currently Amended) The ~~article of manufacture~~computer program recited in claim 16,
further comprising:

checking the user override location in the trend analysis table; and

transmitting the incoming message to the user override location when set.

18.   (Currently Amended) The ~~article of manufacture~~ computer program recited in claim 16,
further comprising:

contacting the user at the location with the highest probability of successful contact
associated with the location;

contacting the user at the location with the second highest probability of success when
unable to contact the user at the location with the highest probability of success.